FedEx Express

FedEx® Ship Manager at fedex.com

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

REGISTRATION

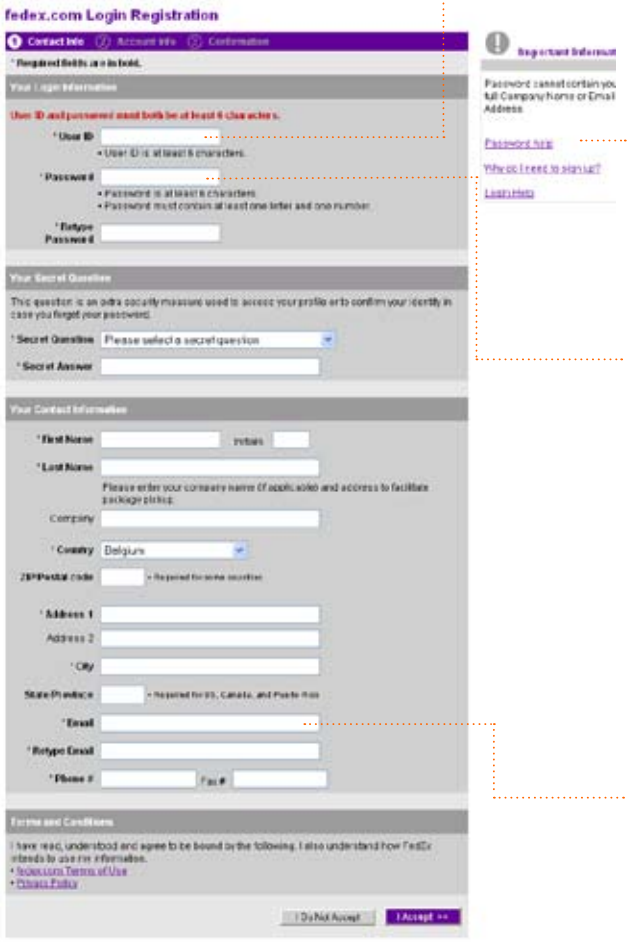
Before you can start using FedEx® Ship Manager to perform shipping operations, you need to register with FedEx for a user ID and password. You can register by completing the on-line **fedex.com Login Registration** form.

This form can be accessed by selecting the **Ship** tab on the fedex.com homepage, and then clicking the Sign Up Now! link.

Step 1: Registration at fedex.com: Contact Info

1. Choose a user ID and password and enter these in the **Login Information** section. Make sure that your password is both easy to remember for you, and hard to guess for others.
2. Choose a reminder question from the **Secret Question** drop-down list and fill in the secret answer. If you forget your password this is the question FedEx® Ship Manager will ask you in order to verify your identity. Again, make sure that you enter a question that is easy for you to answer, but difficult for others.
3. Enter your personal details in the **Contact Information** section. Required fields are labeled in bold.
4. Click the **I Accept** button to indicate that you agree with the fedex.com terms of use.

TIP! Your fedex.com user ID can also be used for FedEx Global Trade Manager, FedEx InSight SM and MyFedEx —depending on the services available in your country.



Because your user ID needs to be unique, you will be prompted to pick another user ID if the one you selected is already in use.

Use the help panel if you need help on creating a password or logging in, or if you want to know the advantages of signing up.

Please note that your password cannot be the same as your user ID and must contain at least one letter and one number.

Please make sure your user ID is at least 6 characters. Your password also must be minimum 6 characters long and must contain at least one letter and one number.

FedEx® Ship Manager uses the e-mail address specified here to send you the confirmation e-mail of your fedex.com registration and package delivery notifications.

Make sure you provide a valid e-mail address.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

REGISTRATION

Step 2: Ship Manager Registration: Account info

After your fedex.com registration, you will need to provide some additional information before you can start using FedEx® Ship Manager.

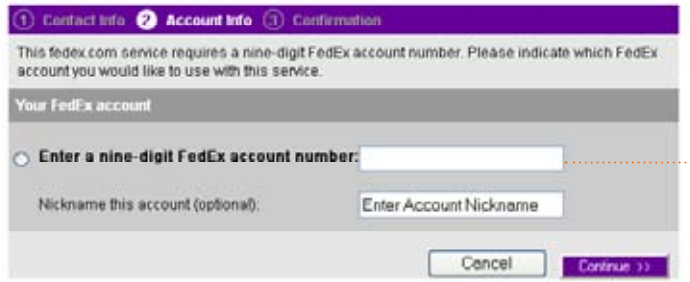
1. Enter your FedEx account number in the designated text box.
2. If you wish to do so, you can enter a nickname for this account.
3. Select the **Continue** button to complete the registration process.

Step 3: Ship Manager Registration: Confirmation

1. You will receive a confirmation e-mail from fedex.com containing your registered user ID. For security reasons it will not contain your password, so make sure you remember the password you provided. Please save the confirmation e-mail of your fedex.com registration for future reference.

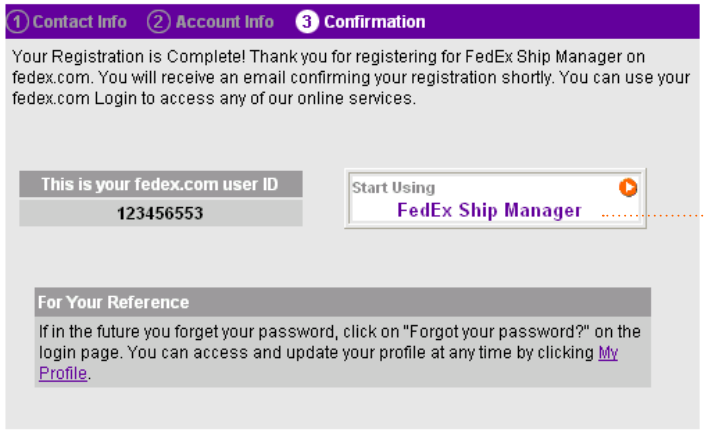
TIP! After registration, you can update your profile (user ID, password, address, ...) by clicking the **Manage My account** tab, or by clicking the **My Profile** link at the bottom of the *Registration* confirmation page.

fedex.com Login Registration


1 Contact Info 2 Account Info 3 Confirmation
This fedex.com service requires a nine-digit FedEx account number. Please indicate which FedEx account you would like to use with this service.
Your FedEx account
Enter a nine-digit FedEx account number:
Nickname this account (optional):
Enter Account Nickname
Cancel
Continue ››

If you do not have a FedEx account yet, open one today at fedex.com by clicking the Open a new FedEx account link on the Ship home page (when available) or call FedEx Customer Service.

fedex.com Login Registration


1 Contact Info 2 Account Info 3 Confirmation
Your Registration is Complete! Thank you for registering for FedEx Ship Manager on fedex.com. You will receive an email confirming your registration shortly. You can use your fedex.com Login to access any of our online services.
This is your fedex.com user ID
123456553
Start Using
FedEx Ship Manager
For Your Reference
If in the future you forget your password, click on "Forgot your password?" on the login page. You can access and update your profile at any time by clicking My Profile.

If you wish to do so, you can start using FedEx® Ship Manager right away for all your online shipments.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

LOGIN

Before you can start performing shipping operations, you need to log on to FedEx® Ship Manager first.

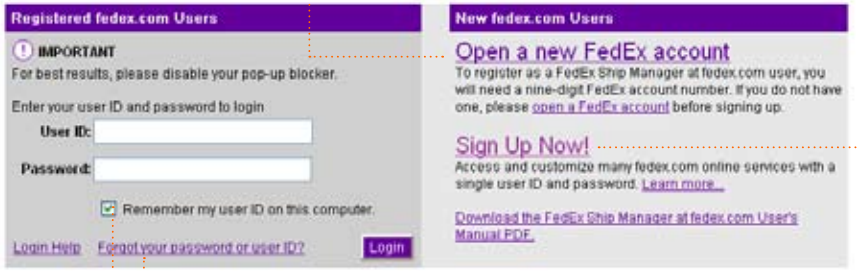
1. Go to the fedex.com homepage and click the **Ship** tab at the top of the page or select **Prepare a Shipment Online** from the **Ship** tab to access the main Login page.

2. Enter your FedEx user ID and password in the designated text fields.
   If you do not have a user ID yet, you need to complete the registration process first. See page 2 for more information on the registration process.
   If you do not have a FedEx account yet, you have to request a nine-digit account number by clicking **Open a new FedEx account** before signing up.

3. Click the **Login** button.

Click Open a new FedEx account if you want to request a new FedEx nine-digit account number to be able to register as a FedEx® Ship Manager user.

Click Sign Up Now! if this is the first time you access FedEx® Ship Manager and you do not have a user ID and password yet.
See page 2 for more information on the registration process.


Registered fedex.com Users
IMPORTANT
For best results, please disable your pop-up blocker.
Enter your user ID and password to login
User ID:
Password:
Remember my user ID on this computer.
Login Help
Forgot your password or user ID?
Login
New fedex.com Users
Open a new FedEx account
To register as a FedEx Ship Manager at fedex.com user, you will need a nine-digit FedEx account number. If you do not have one, please open a FedEx account before signing up.
Sign Up Now!
Access and customize many fedex.com online services with a single user ID and password. Learn more...
Download the FedEx Ship Manager at fedex.com User's Manual PDF.

Click here if you have forgotten your password. You will be redirected to a page where you need to enter your user ID and the e-mail address you provided during registration.
If you have forgotten your user ID, either retrieve it from the confirmation e-mail of your fedex.com registration, or contact the FedEx helpdesk (contact details are available on pages 39, 40 and 41).

Select Remember my User ID on this computer if you want to store your login information on your computer.
Selecting this option will save you the hassle of having to log in every time you connect to FedEx® Ship Manager, but it will also expose your shipping information to anyone who has access to your computer.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

WHAT'S NEW IN FEDEX SHIP MANAGER?

Shipping Made Easy

FedEx® Ship Manager comes with an enhanced user interface, allowing you to complete your entire shipment in fewer steps. It is shipping made easy enabling you to organize your shipments in a minimum of time.

Advanced User Interface Functionalities

Mandatory Fields

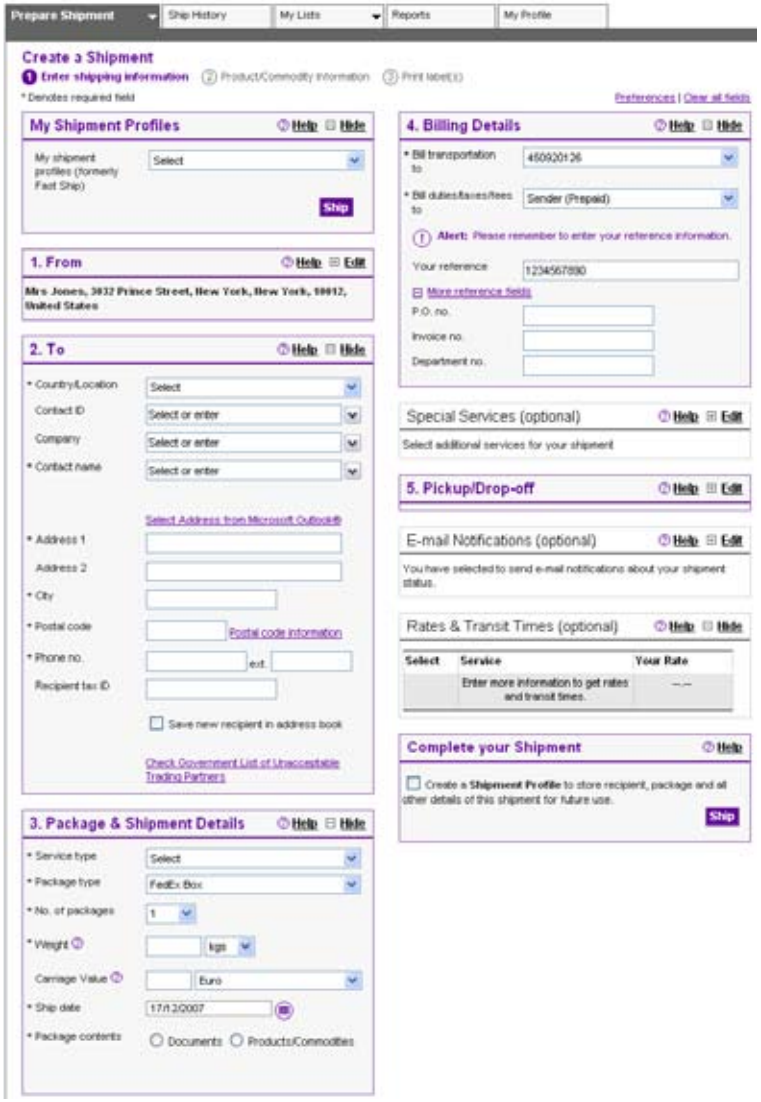
All fields throughout the application that contain mandatory information to complete your shipping process are clearly marked with an asterisk (*). This allows you to just complete the minimum of information necessary to ship your package(s).

Preferences

It is now possible to customize FedEx® Ship Manager towards your specific needs. The *Preferences* page, accessible by selecting the **Preferences** link in the top-right corner of the Shipping page, allows you to select your personal default shipping settings.

Edit/Hide

You can personalize your shipping screen by hiding certain sections that are not subject to change for every new shipment, thus optimizing the information that's visible on the screen. You can minimize/maximize a section by clicking on the Edit/Hide link in the heading of the section.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

WHAT'S NEW IN FEDEX SHIP MANAGER?

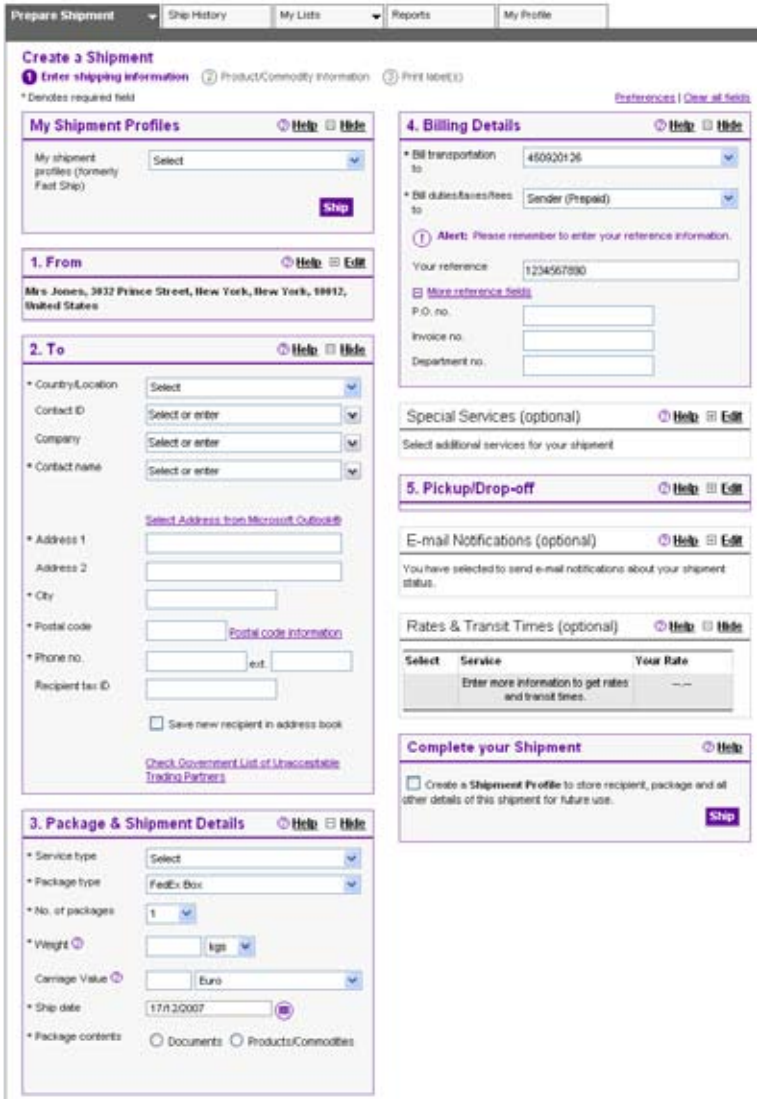
Error Messages and Alerts

Whenever you enter information regarding your shipment, FedEx® Ship Manager will validate the data you have entered and automatically draw your attention to those fields that are incomplete or incorrect. Wherever applicable, FedEx® Ship Manager displays an alert symbol to draw your attention to specific regulations or situations that might need your attention.

These features will help you minimize the risk of entering incorrect or incomplete shipment data and will subsequently increase your positive shipping experience.

Thermal Printer

FedEx® Ship Manager now supports thermal printers (ZP 500 or LP 2844) to print your shipment labels. Contact your FedEx Account Executive to find out if you are eligible for a thermal printer.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

WHAT'S NEW IN FEDEX SHIP MANAGER?

Advanced Navigation

The new shipping application comes with improved navigation:

- All other shipping functionalities are just one click away via a navigation menu with submenus, allowing you to perform the actions of your choice in a minimum of time.
- FedEx® Ship Manager clearly indicates the different steps to be followed to complete your shipment. All mandatory sections are clearly visualized and numbered; all other functionalities that can optionally enhance your shipping experience, are also accessible from the main *Shipping* screen.
- Breadcrumbs on the top of the *Shipping* screen give you a clear indication of your progress in the shipping process.

Easily Accessible Tools

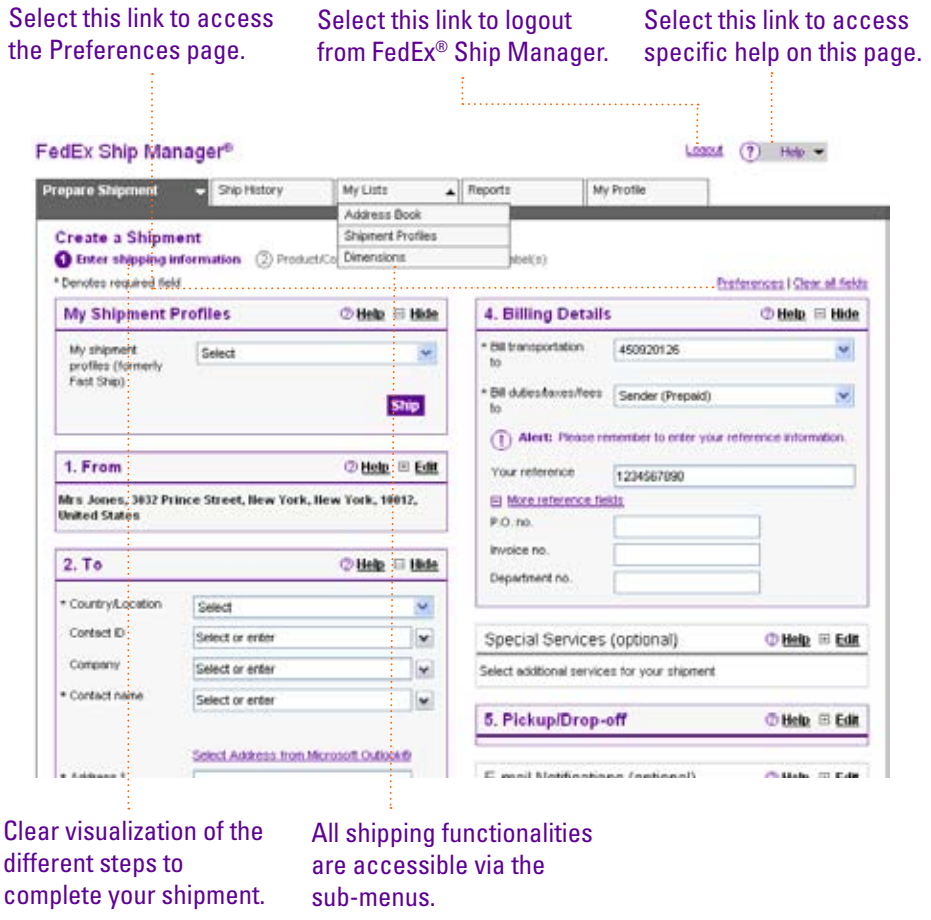
FedEx® Ship Manager allows you to experience a seamless online shipping experience by making the following tools available through the main *Shipping* page:

- Shipment Documentation
- Rates and Transit Times to FedEx® Ship Manager at fedex.com
- Schedule a Pickup

All data related to your shipment are shared by these services. There's no need to re-enter data, thus avoiding possible mistakes.

Outlook Contacts

FedEx® Ship Manager allows you to send shipments to contacts stored in your Microsoft Outlook ® address book, thus optimizing your shipping experience and convenience.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

WHAT'S NEW IN FEDEX SHIP MANAGER?

Help

Whenever needed in the application, 'Help' is only one click away.
FedEx® Ship Manager comes with three context-sensitive help functions to optimize your shipping experience:

- You can find more information on any specific module or topic by clicking the **?-symbol** in the heading of the module.
- Certain terminologies used throughout the application now come with a specific context-sensitive help. You can access these help files by clicking the ?-symbol next to the item.
- A "Help with this Page" function has been dedicated to every page throughout the shipping process.

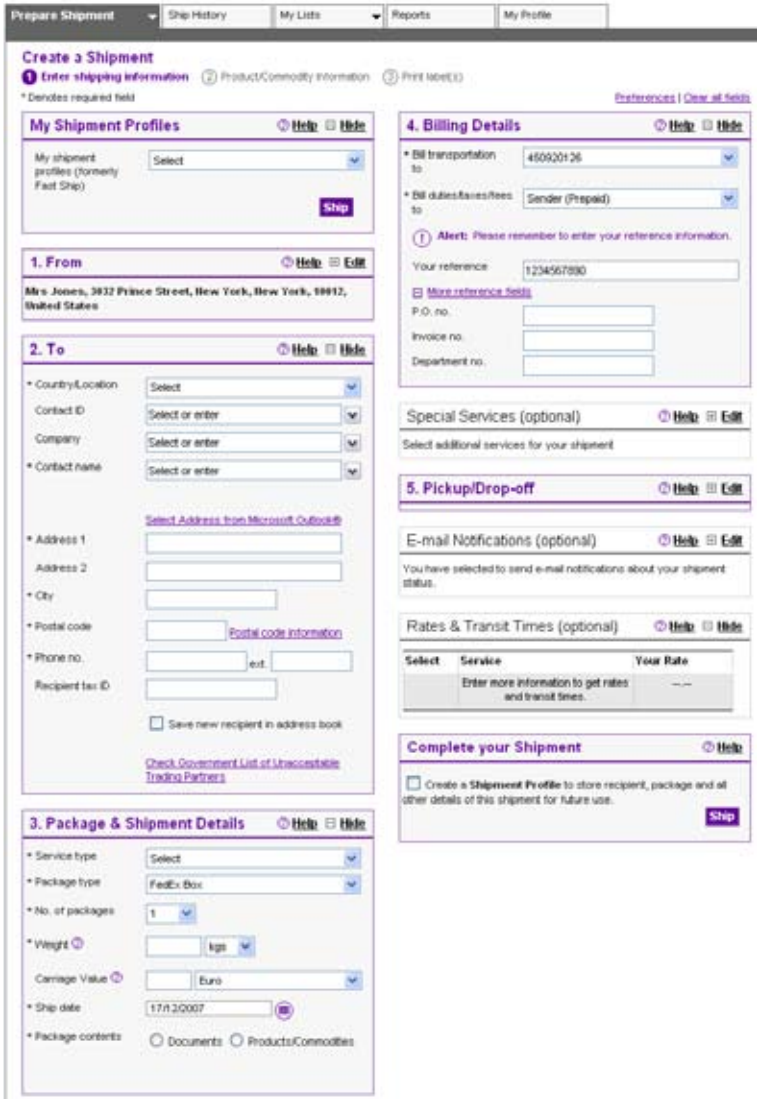
Dynamic Calendar

FedEx® Ship Manager allows you to select a date by clicking the appropriate date in the dynamic calendar. You can access the dynamic calendar by clicking the **calendar icon** wherever applicable throughout the application. It allows you to navigate through future months and/or years, and displays the selected date in the appropriate text field.

Currency Converter *

FedEx® Ship Manager allows you to convert all currencies used for your shipment to the currency of your preference. You can access the currency converter by clicking the **dollar sign** wherever applicable throughout the application.

(*) Only available in English.



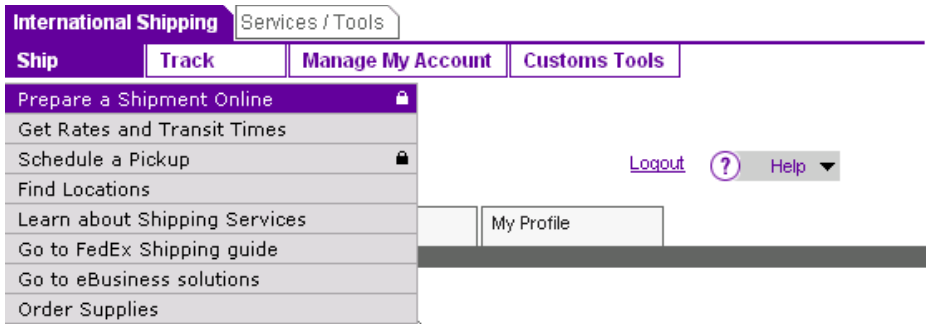
The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

Select **Prepare Shipment** from the **Ship** tab at the top of the FedEx® Ship Manager main window or select **Create a Shipment** from the Prepare Shipment tab to access the main *Shipping* page.

1. Sender Information

The first step in processing a shipment is to enter information about the Shipper. You can either manually change the sender's details or select a sender from the **Contact name** drop-down list. By default, the sender information stored as default address will be used for each new shipment.



? Click here for context-sensitive help on a particular topic (available throughout the entire application).

Click here to edit or hide detailed sub-menus on a particular topic (available throughout the entire application).

Select this checkbox if you have entered the new sender's details manually, and you want to re-use the sender information for your future shipments.

Select this checkbox if you want to store the sender's details that you have entered, in your Address Book. All addresses in your Address Book can be used for future shipments. You can store up to 2000 different addresses in your Address Book.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

2. Recipient Information

The next step is to enter information about the recipient(s) of your package(s). You can either ship to a single recipient, to a group of recipients, or by using a Shipment Profile.

To ship to a single recipient, you can either fill out the *Recipient Information* section manually, or you can select a recipient from your FedEx® Ship Manager Address Book (see page 27). If you select a recipient from your Address Book, the recipient's details will be automatically filled in by the system.

TIP! If you're shipping to a recipient in the US, Canada or Puerto Rico, you can use FedEx's **Check recipient address service** to check the recipient's address. Next, enter information about the recipient(s) of your package(s).

To ship to a group of recipients:

1. First, make sure that you have created one or more recipient groups in your Address Book (see page 28 for more information).
2. In the **Contact Name** drop-down list, select **Ship to a group**.
3. In the *Group Adress Book* window, select the recipient group for your shipment and click the **Ship** button.

Select a country/location or a company name to limit the Contact Name list to the contacts you entered for the chosen country/location or company.

Select a contact name from your Address Book and let FedEx® Ship Manager fill in the recipient's details for you, or select Add a new contact name and enter the recipient's details manually. If you want to make a shipment you have saved before, select the appropriate Shipment Profile (see page 32 for more information).

Save new recipient in address book: Select this checkbox if you have entered the recipient's details manually, and you want to store them in your Address Book for later use. You can store up to 2000 addresses in your Address Book.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

3. Package and Shipment Details

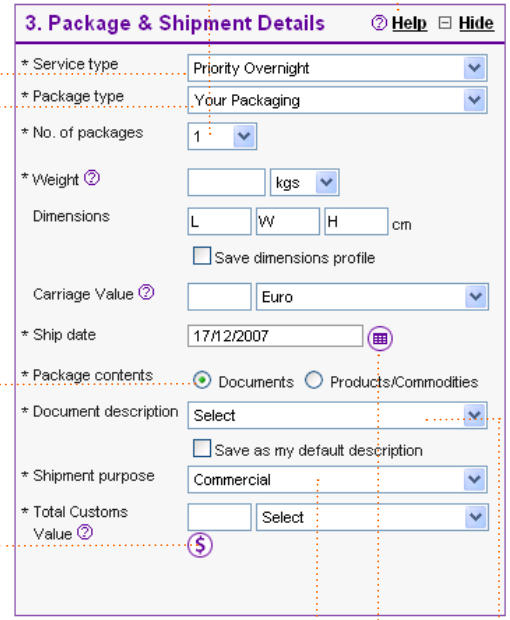
After you have completed the *Recipient Information* section, FedEx® Ship Manager requires that you provide some information about your shipment.

1. From the **Service type** drop-down list, select the FedEx service you want to use for your shipment.
2. From the **Package type** drop-down list, select the packaging you want to use for your shipment. If you select **Your Packaging** from the drop-down list, you will need to enter the dimensions of your package below. Select the **Save dimensions profile** option if you want to store your packaging dimensions for future shipments.
3. Select the **Number of packages** in the current shipment. You can process up to 25 packages in a single shipment.
4. Enter the **Weight** and **Value** of your shipment. If there is more than one package in your shipment, you will need to specify the weight and value of every package separately.
5. Select the **Ship date** for your shipment.
6. Indicate whether your shipment contains **Documents** or **Products/Commodities**. If you are shipping correspondence, set the declared value of the shipment to zero, and enter a short description of the documents you are shipping. If you are shipping Products/Commodities or other documents, please provide a carriage value.

Click Service type to obtain a list of the different FedEx services.

You can send up to 25 packages in the same shipment.

Click the ?-symbol to access help about specific terminologies.



Click the Package type to get a list of the different types of FedEx packaging.

Select the Documents only option if your package contains documents or non-dutiable goods.

Click the dollar sign ($) to activate the FedEx® Ship Manager built-in currency converter.

Select the Products/ Commodities option if your package contains goods with a commercial value.

The dynamic calendar allows you to select the date easily and quickly.

Enter the dimensions of your shipment manually or choose a dimensions profile from the drop-down list.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

4. Billing Details

1. From the **Bill transportation** to drop-down list, select the party that will be paying for the shipment costs.

NOTE! If you choose to bill the recipient or a third party, you also need to enter their FedEx account number.

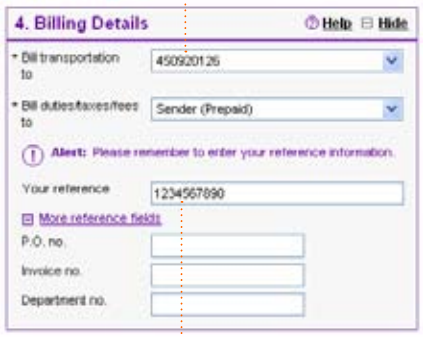
2. From the **Bill duties/taxes/fees to** drop-down list, select the party that will be paying for the duties, taxes and fees.

NOTE! If you choose to bill a third party, you also need to enter their FedEx account number.

3. Optionally, enter **Your reference** information in the designated text box. Any text you enter in the **Your reference** field will be printed on the invoices and the Air Waybill generated by FedEx® Ship Manager.
4. Use the *More Reference Fields* section to enter reference information for your shipment. This information will be printed on your FedEx invoices, will appear on the *Shipment details* page (accessible from *Track/History*, see page 25) and can be included in the reports you create with FedEx® Ship Manager (see page 35).

TIP! For each of the reference fields, you can select a **Remind me to enter reference** checkbox on the Preferences screen. If you do so, a warning message will be displayed every time you try to send a shipment without entering reference information in that particular field.

You only need to provide a FedEx account number if you decide to bill the recipient or a third party.



Shipment reference information you enter in this text box will also be printed on the detailed invoices you receive from FedEx. Entering structured reference information can help you in your internal record keeping, because it allows you to check the actual cost of your shipments.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

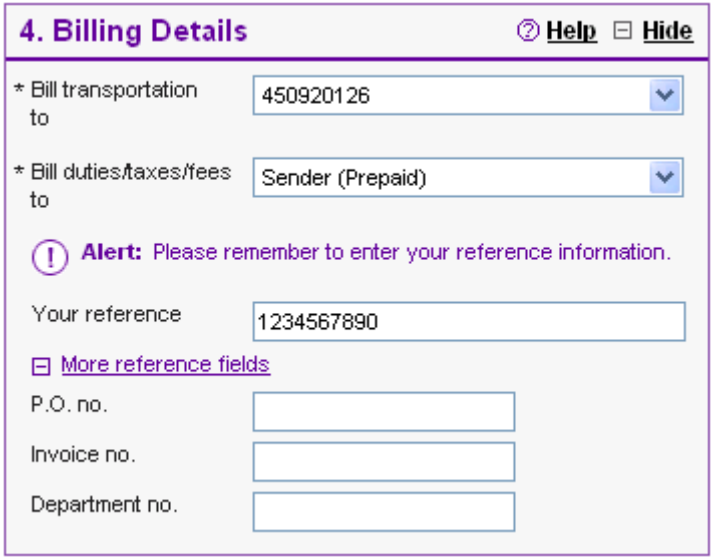
4. Special Services

In the **Special services** section, you can select extra FedEx services for your shipment. Please note that not all services are available in all countries.

- Use the **Saturday delivery** option to have your shipment delivered on a Saturday.

NOTE! Saturday delivery is not available for all locations. A surcharge will be applied if this service is selected. Please contact your local FedEx Customer Service for more details.

- Use the **Hold at FedEx location** option if you want to have your shipment delivered to a FedEx location rather than to the recipient's address.
- Use **Broker Select** to identify the broker to be used for this shipment.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

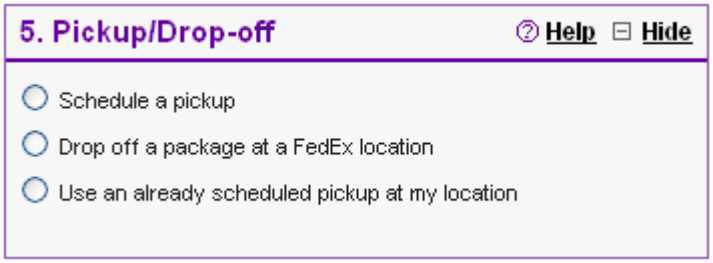
5. Pickup/Drop-off

There are three possible options for pickup/drop-off:

- **Schedule a pickup**: select this option if you want to schedule a FedEx Express courier to come and collect your shipment.
- **Drop off a package at a FedEx location**: select this option if you want to deliver the shipment to a FedEx location yourself.
- **Use an already scheduled pickup at my location:** select this option if you want to make use of the existing scheduled pickup service at your location.

In case you have selected **Schedule a pickup** in the Pickup/Drop-off module to schedule a pickup online* for your shipment, complete the following required details.

(*) Not available in all countries: ask your Account Executive for more info.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

5. Pickup/Drop-off

1. Verify the pickup address in the *Pickup Address* section, and change it if necessary by selecting **Change pickup address**.

TIP! You can change your default pickup location address on the *Preferences* page. More detailed information about setting your preferences can be found in the *Preferences* section of this manual. (see page 36)

2. Enter the number and the total weight of the packages that need to be picked up, and select the pickup date.

3. Enter the time by which the packages can be picked up and the time by which they have to be picked up at the latest. Optionally, you can enter information on the location of the packages or special instructions in the designated text box.

NOTE! Please make sure the packages are available to the FedEx Express courier in the specified time frame.

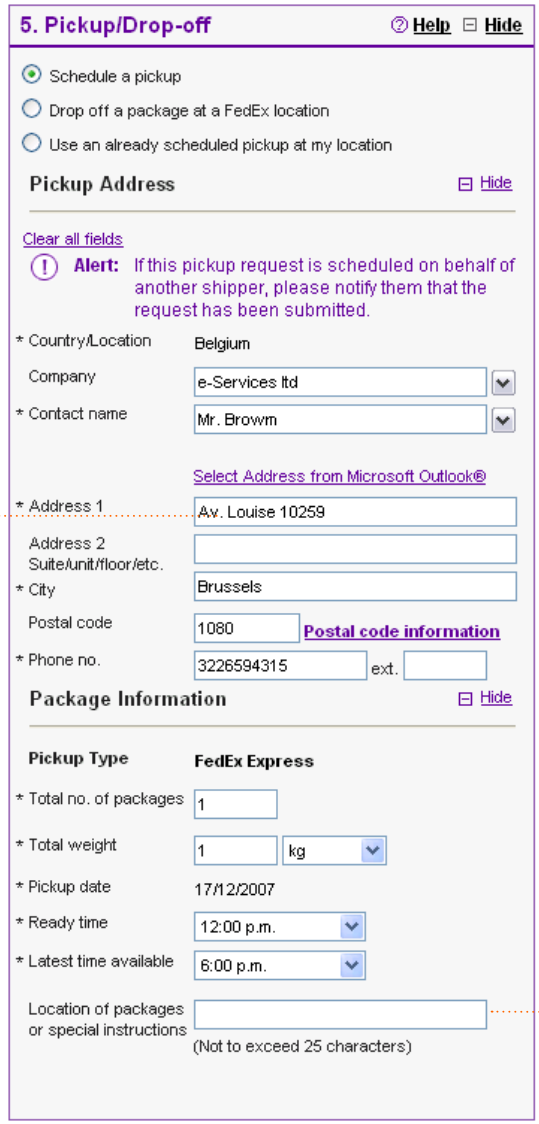
4. A pickup confirmation number will be displayed in your browser window while the shipping labels are being generated (see page 29).

NOTE! You can also schedule a FedEx Express courier to pickup your packages by selecting the Schedule Pickup button after you have printed the paperwork for your shipment (see page 24).

(*) Not available in all countries: ask your Account Executive for more info.

TIP! You can select your default pickup/drop-off option on the *Preferences* page. More detailed information about setting your preferences can be found in the *Preferences* section of this manual (see page 36).

You can edit the pickup address here.



If necessary, use this text box to provide special instructions for the FedEx courier.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

E-mail Notifications

Use **E-mail Notifications** to automatically send e-mail notifications when a shipment is made and/or when a shipment is delivered. For each shipment you can send e-mail notifications to maximum 4 users.

1. In the text boxes, enter the e-mail addresses of the people you want to receive e-mail notifications:

   Sender
   - The e-mail address setup in the profile is defaulted as the sender's alert recipient.
   - Select the language in which the e-mail alert will be sent (18 languages available).

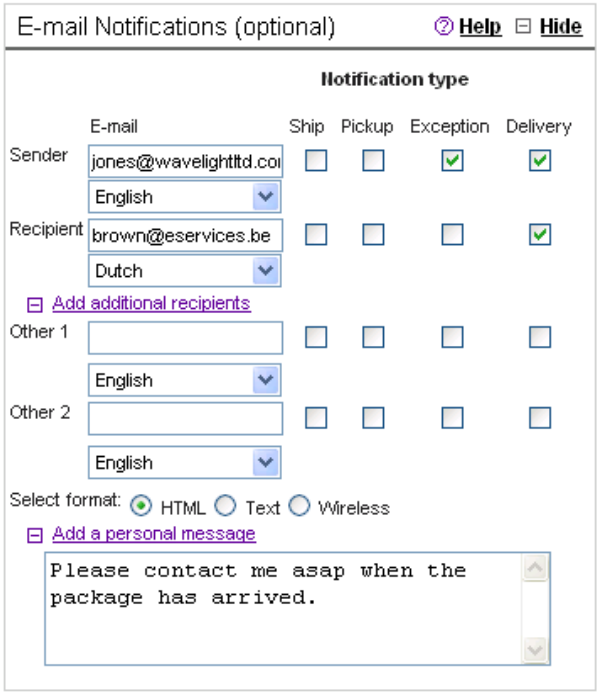
   Recipient
   - Enter the e-mail address of the recipient who will receive the alert.
   - Select the language in which the e-mail alert will be sent (18 languages available).

   Additional Recipients

   Select **Add additional recipients** and enter the following details for each recipient:
   - E-mail address of the recipient who will receive the alert.
   - Language in which the e-mail alert will be sent.

2. For each e-mail address you can select the types of notification the recipients will receive: upon shipment, pickup, exception (unexpected delays of delivery) or delivery. For each e-mail address you can select the e-mail format you wish to use to send e-mails to the recipients: HTML, text or wireless e-mails (short message suitable for PDA and Smart Phones with e-mail functionality).

3. Optionally, **enter a personal message** to be included in the notification e-mails. This feature is available in all formats except wireless.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

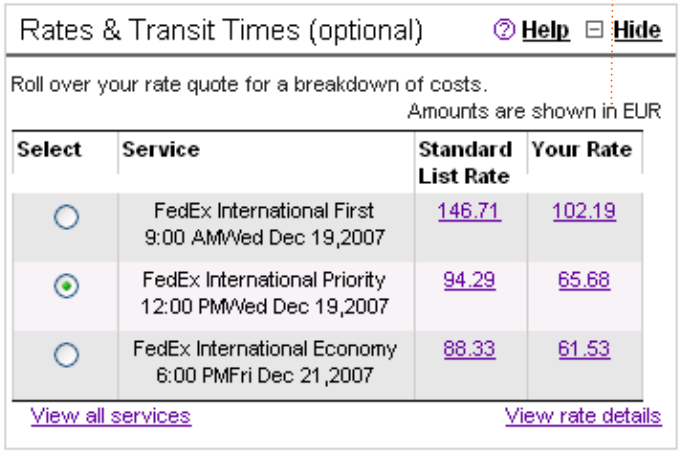
SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

Rates & Transit Times

Use the Rates & Transit Times tool to determine the shipping costs, transit times and delivery options. All estimates are based on the shipment details you have entered before.

NOTE! Your estimate is based on rates associated with your FedEx Account Number and will include any applicable discounts.
Keep in mind that the rate you receive may be different from the actual charges for your shipment. Differences may occur based on actual weight, dimensions and other factors. Consult the applicable FedEx Service Guide for details on how shipping charges are calculated.

The currency converter will automatically display the appropriate local currency.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

5. Complete your Shipment

Upon completion of your shipment, you can store all the information of your shipments for later use by selecting the **Create a Shipment Profile** checkbox. You can re-use all recipient, package and other shipment information, which will be stored for your future shipments (see page 32 for more information).

If you would need to interrupt your shipment, click the **Save For Later** button to store the shipping details you have already entered. This option allows you to resume your shipment at a later stage by selecting the **View Pending Shipments** in the **Prepare Shipment** tab.

In case your shipment contains only documents, click on **Ship** to proceed.

In case of a non-document shipment, click on **Continue** to proceed to the shipping process.

Select Save for Later to save the current shipping details as a pending shipment that can be completed later

Select this checkbox if you want to store your shipment as a Shipment Profile for later re-use.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

6. Commodity Information

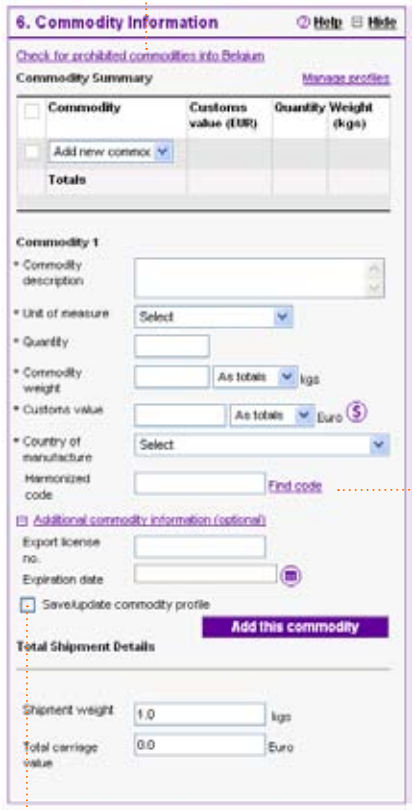
If you are sending a non-document shipment, you need to select the commodities you are shipping to create a Commercial Invoice.

Select a **Commodity** from the drop-down list. The Value, Quantity and Weight details of your commodity will be automatically filled in.

Select **Add new commodity** from the drop-down list and fill in all the information about the product or commodity so it can be stored for future shipments.

Optionally, you can enter the **Export License number** and the **Expiration date** in the designated text boxes in the *Additional commodity information* section.

Click here if you want to access the list of prohibited commodities for this country.



Select Save/update commodity profile if you want to save the changes you made to the selected product profile in your product profile list. The saved/updated commodity profiles will be available in the drop-down list for future shipments.

Click the Find code button to search for the harmonized code of a product, based on the product's description.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

7. Customs Documentation

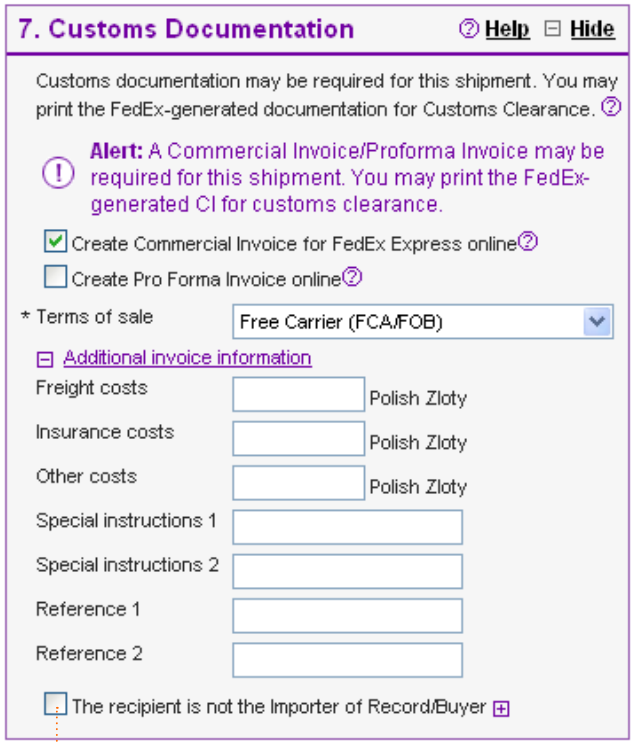
In the case of a non-document shipment, shipping documentation may be required for your shipment. Based on the commodity information you have entered, FedEx® Ship Manager will assist you to prepare the necessary documentation.

Check **Create Commercial Invoice for FedEx Express online** if you want FedEx® Ship Manager to generate a Commercial Invoice for your shipment. A Commercial Invoice is required by Customs officials to clear commercial expeditions across international borders outside the European Union.

Check **Create Pro Forma Invoice online** if you want FedEx® Ship Manager to generate a Pro Forma Invoice for your shipment. A Pro Forma Invoice is required to clear non-business commodities across international borders.

In order to allow FedEx® Ship Manager to create an invoice automatically, you will need to provide information about each of the goods you are shipping.

1. Select the **Terms of sale** for this shipment.
2. Depending on the terms of sale you selected, you may need to enter additional invoice information about freight costs, insurance costs, and other costs.
3. Optionally, you can enter **Special instructions** or **Reference** information in the designated text boxes.


7. Customs Documentation
Help
Hide
Customs documentation may be required for this shipment. You may print the FedEx-generated documentation for Customs Clearance.
Alert: A Commercial Invoice/Proforma Invoice may be required for this shipment. You may print the FedEx-generated CI for customs clearance.
Create Commercial Invoice for FedEx Express online
Create Pro Forma Invoice online
* Terms of sale
Free Carrier (FCA/FOB)
Additional invoice information
Freight costs
Polish Zloty
Insurance costs
Polish Zloty
Other costs
Polish Zloty
Special instructions 1
Special instructions 2
Reference 1
Reference 2
The recipient is not the Importer of Record/Buyer

More often than not, the importer of record/buyer is the recipient of the shipment. If this is not the case, select this checkbox, and complete the required information about the importer of record.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

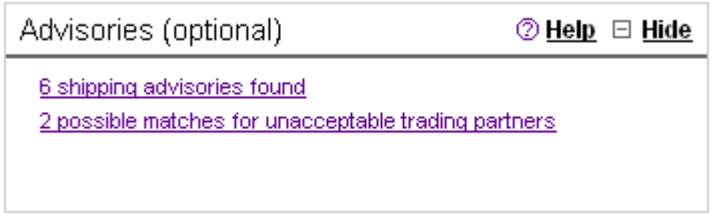
SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

Advisories

In the case of a non-document shipment, Customs documentation may be required for your shipment

FedEx® Ship Manager helps you to find the required Customs regulatory information.

Based on the details of your shipment, FedEx® Ship Manager will help you to comply with all regulations associated with international shipping. In the *Advisories* section, you can find important regulatory information for the import and export countries of your shipment, as well as for the commodity you are shipping.

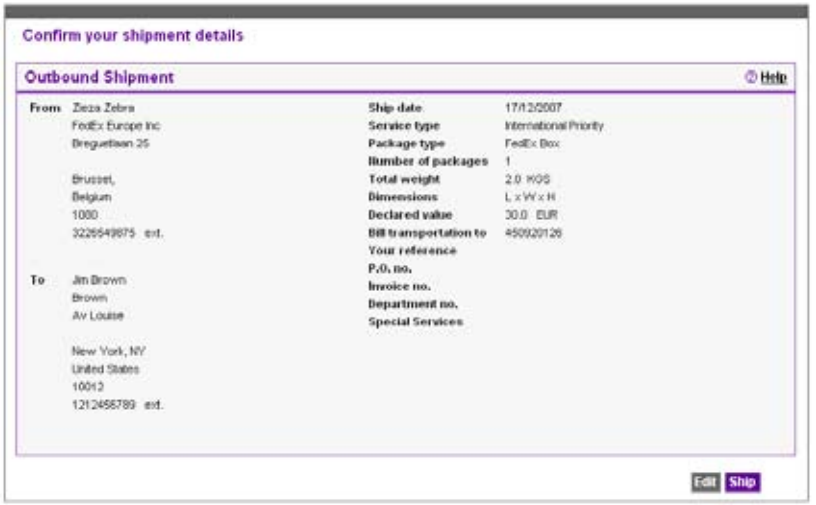


The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

Shipment Confirmation

Once all shipment information is filled in, click the **Ship** button in the *Complete your Shipment* section to get an overview of the shipment you are about to make.
Press the **Edit** button to edit your shipment or click the **Ship** button at the bottom of the *Outbound Shipment* page to continue processing your shipment and to display your shipping labels.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

Label, Commercial Invoice and Receipt

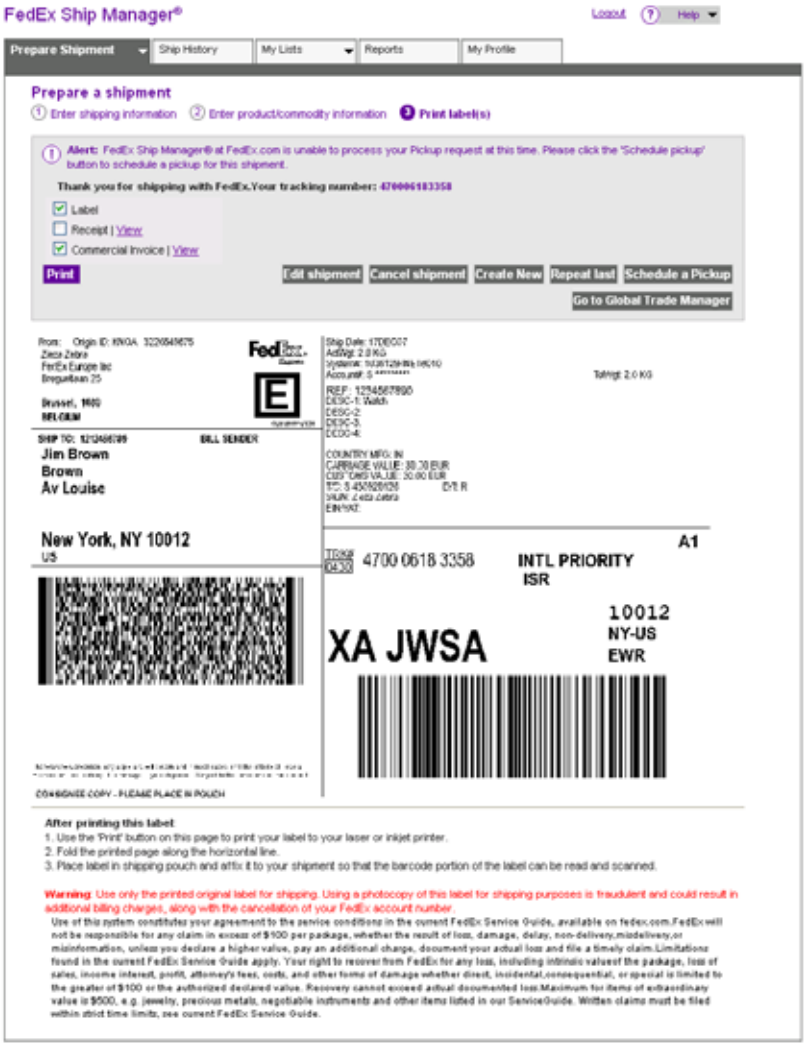
When you have entered all the details for your shipment; FedEx® Ship Manager will generate the necessary documents for your shipment.

- **Document Shipments**
  For Document shipments, only an Air Waybill is needed and is prepared by FedEx® Ship Manager at fedex.com.
- **Non-document Shipment**
  FedEx® Ship Manager will prepare an Air Waybill and a Commercial/Pro Forma Invoice for your shipment. A Commercial Invoice is required by Customs officials to clear shipments across international borders.
  The Commercial Invoice will indicate all the harmonized codes and license codes that have been entered for your shipment. Available in English or translated where applicable, it will also display the comments for the shipment that were entered in the *Commercial/Pro Forma Invoice* section (see page 20).
- **Complete Additional International Documents**
  At this stage of the shipping process, you might need to complete additional international documents that might be required for your shipment. You can find out which documents are needed for your international shipment in the *Advisories* section (see page 21) or by using FedEx Global Trade Manager (accessible through fedex.com).

Receipt

FedEx® Ship Manager allows you to print a receipt of your shipment confirmation for your own reference.

FedEx® Ship Manager allows you to select the documents you need for your shipments. Before you print the documents of your choice, you can review them.


FedEx Ship Manager®
Logout
Help
Prepare Shipment
Ship History
My Lists
Reports
My Profile
Prepare a shipment
Enter shipping information
Enter product/commodity information
Print label(s)
Label
Receipt | View
Commercial Invoice | View
Print
Edit shipment
Cancel shipment
Create New
Repeat last
Schedule a Pickup
Go to Global Trade Manager
Jim Brown
Brown
Av Louise
New York, NY 10012
US
4700 0618 3358
INTL PRIORITY
ISR
A1
XA JWSA
10012
NY-US
EWR
After printing this label
1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.
Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

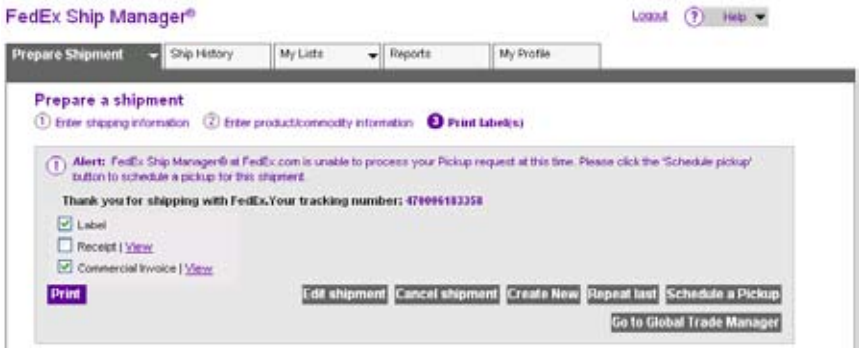
The pickup confirmation number is automatically generated and displayed.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIPPING WITH FEDEX SHIP MANAGER AT FEDEX.COM

After printing the necessary documents, you have the following options:

- **New shipment:**
  Click New Shipment to return to the *Shipping* screen and begin a new shipment.
- **Repeat last shipment:**
  Select **Repeat last** to return to the *Shipping* screen and display the same entries you made for the previous shipment. You can repeat the previous shipment, or make changes for the new shipment if necessary.
- **Edit Shipment**
  Select **Edit Shipment** to return to the *Shipping* screen and change the entries you made for the shipment.
- **Schedule Pickup**
  Select **Schedule Pickup** to schedule a FedEx Express courier to pickup your packages.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

SHIP HISTORY /TRACK

The *Shipping History* page can present you with an overview of the shipments you made during the last 45 days.

To copy a shipment to a Shipment Profile:
(Shipment profiles are a quick and easy way to ship the same package repeatedly to the same recipient)

1. Select the shipment, the details of which you want to copy as a Shipment Profile.
2. Click **Copy to my shipment profiles** to store the shipment's details as a Shipment Profile.

To cancel one or more shipments:

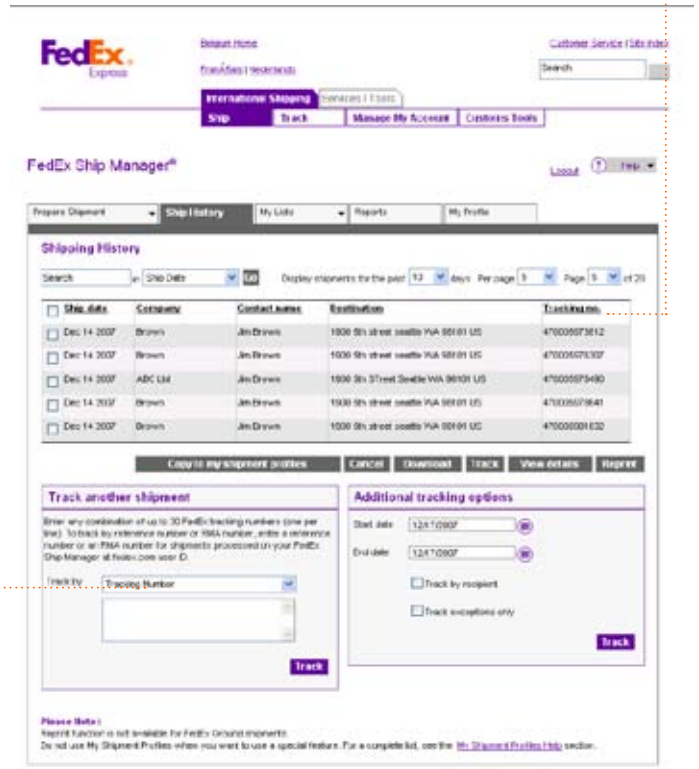
1. Select the shipment(s) you want to cancel in the Shipping History overview.
2. Click the **Cancel** button. Please note that ongoing shipments cannot be cancelled.

To download your shipping history in CSV (comma-separated value) format:

1. Click the **Download** button.
2. Save the CSV file on your hard drive or local network.

Use the Track another shipment section to track shipments that have not been processed with FedEx® Ship Manager.

You can sort your Shipping History by clicking on the name of the criteria you would like to sort by.
By default, your Shipping History is sorted by ship date.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

TRACK / HISTORY

To track one or more shipments:

1. Select the shipment(s) for which you want to get status information in the Shipping History overview.
2. Click the **Track** button. The status information for the selected shipments is displayed in your browser window.

TIP! Additional tracking options are available on the Shipment History page, offering you a wider variety of tracking solutions.

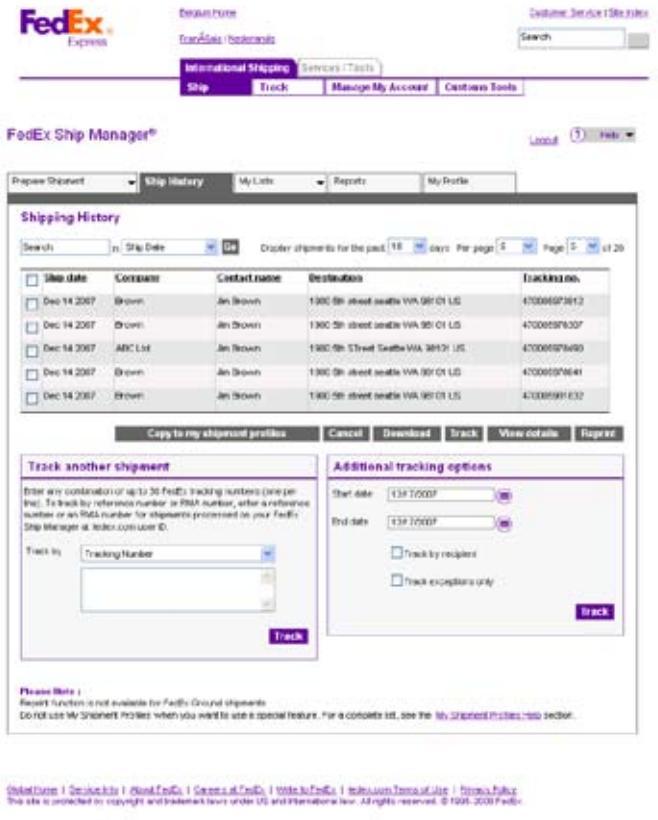
To view a shipment's details:

1. Select the shipment for which you would like detailed information.
2. Click the **View details** button. Information about the selected shipment is displayed in your browser window.

To reprint a label: (shipping label or Commercial or Pro Forma Invoice)

1. Select the shipment from the list
2. Click the **Reprint** button to reprint the documents from your shipment.

NOTE! Documents can be reprinted for up to 12 hours from the time that the shipment was processed.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

ADDRESS BOOK

Managing your Recipient Information

The FedEx® Ship Manager Address Book is where you store information about your recipients. You can store up to 2000 different addresses.

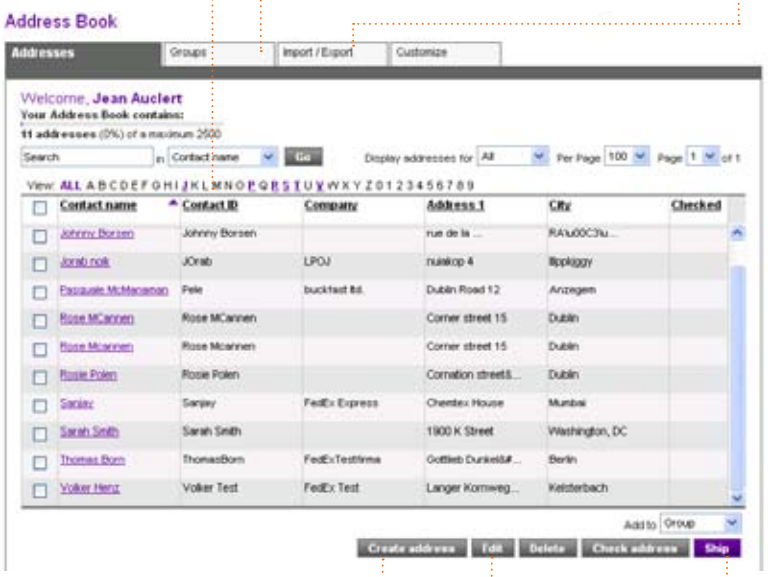
The Address Book lets you:

- **Add recipients**
- **Update recipient information**
- **Remove recipients**
- **Store default shipping settings for each recipient**
- **Access your Group Address Book**

You can sort your Address Book by clicking on the name of the criteria you would like to sort by.
By default, your Address Book is sorted by contact name.

Click here to access your Group Address Book.

Click here to import/ export recipient information from another application.



Click Create new address to add a new recipient to the Address Book.
After you complete the Address Information form, click the Save/Update button to add the recipient.

Select a recipient from the list and click the Edit button to modify the recipient's details. Make the necessary changes in the Address Information form and click the Save/ Update button to modify the recipient's details.

Select a recipient and click the Ship button to process a shipment to the selected recipient.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

Managing Recipient Groups

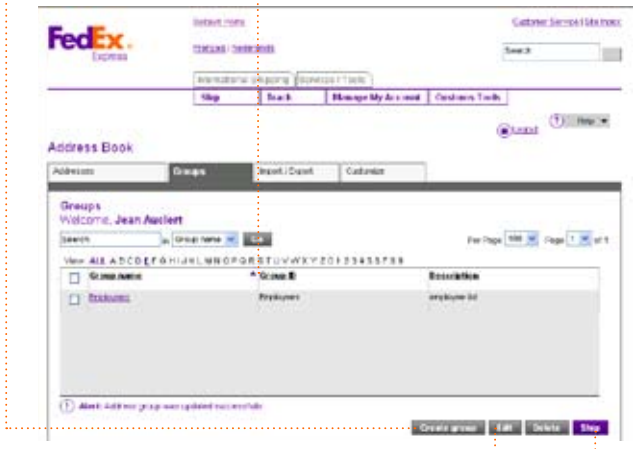
FedEx® Ship Manager not only lets you send shipments to a single recipient, but also to a group of recipients, provided they reside in the same country.
To be able to send a shipment to a group of recipients, you first need to create these groups in the *Groups* section of the Address Book. Up to 2000 different addresses can be saved in the Address Book.

The Group Address Book lets you:

- **Add recipient groups**
  Up to 10 recipients can be added to a single group.
- **Update recipient groups**
  e.g. add extra recipients to a group
- **Remove recipient groups**
- **Import recipient information** from a number of other FedEx and non-FedEx applications
- **Export recipient information** to a number of other FedEx and non-FedEx applications

Click Create group to add a new recipient group to the Group Address Book.
After you complete the Create group form, click the Save/Update button to add the group.

You can sort your Group Address Book by clicking on the name of the criteria you would like to sort by.
By default, your Group Address Book is sorted by group name.



Select a recipient group from the list and click the Edit button to modify the selected group.
Make the necessary changes in the Edit group form and click the Save/Update button to save the changes.

Select a recipient group and click the Ship button to process a shipment to the selected group.

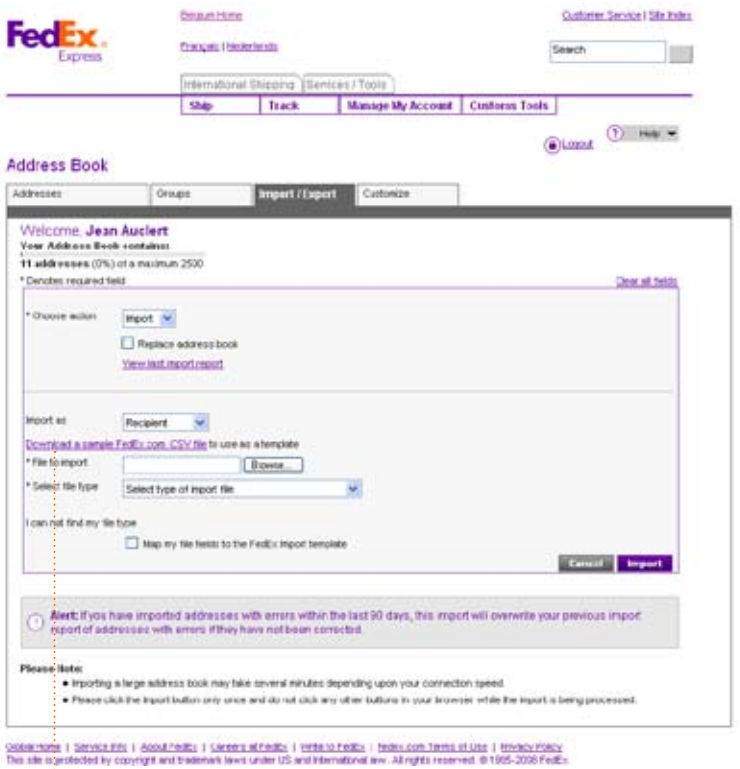
The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

Import/Export Addresses

FedEx® Ship Manager allows you to import your external Address Book. To import an existing Address Book, click the **Import/Export** tab in the Address Book screen. Enter the location and name of your Address Book, or use the **Browse** button to identify its location.

Please note that FedEx® Ship Manager supports a maximum of 2000 Address Book entries per user.



You can download a template file to import your external Address Book.

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

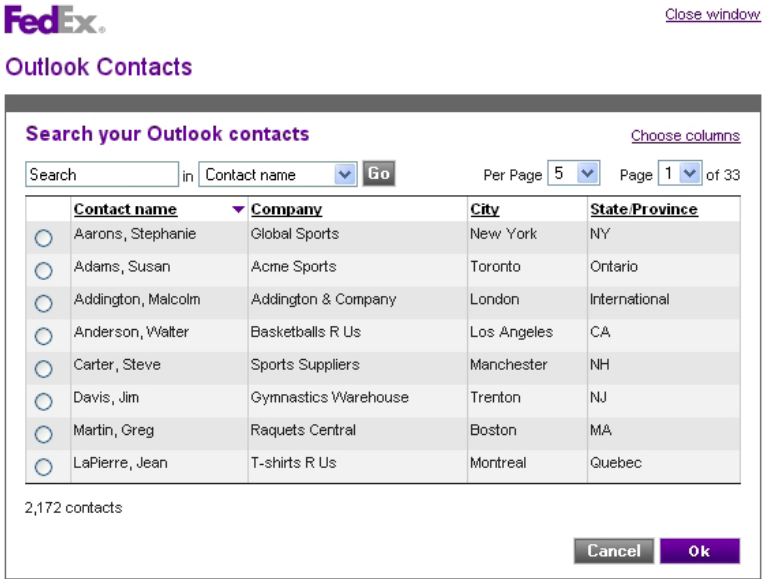
MY LISTS

Select Address from Microsoft Outlook ®

Select the **Select Address from Microsoft Outlook** ® link from the *Ship* To section of the main *Shipping* screen to access the *Outlook Contacts* page.

The *Outlook Contacts* page allows you to view and search your Outlook contacts.

Select an **Outlook contact** and click the **OK** button to process a shipment to the selected contact.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

Customize Address Book

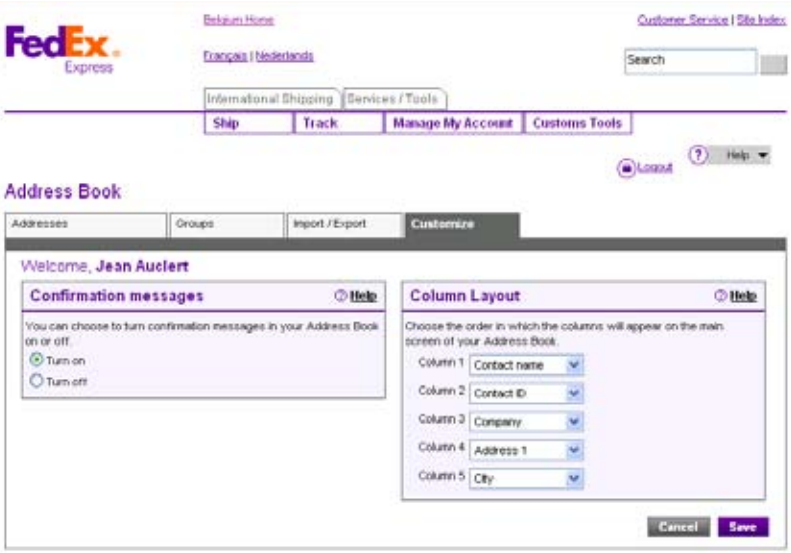
The *Customize* screen in your Address Book allows you to customize the appearance of your Address Book.

The following customizations can be chosen for the Address Book.

1. Complete the **Confirmation messages** section. Select the appropriate option to turn confirmation messages in your Address Book on or off.

2. In the **Column Layout** section you can determine the order in which the columns will appear on the main screen of your Adress Book.

3. Click **Save/Update** to save your address book options.

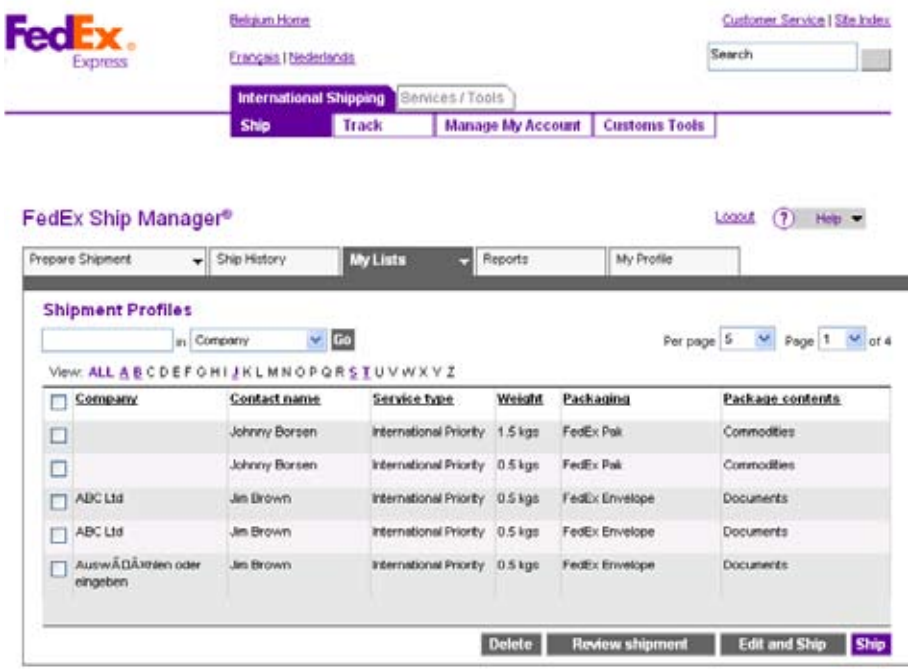


The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

Shipment Profile

You can store all relevant shipment information as a Shipment Profile for future shipments. You can access the *Shipment Profiles* page to delete, review, edit or use a Shipment Profile for a shipment by selecting Shipment Profiles from the **My Lists** tab. You can re-use a Shipment Profile by selecting it from the **Contact Name** drop-down list in the *Ship* to section on the main *Shipping* screen.

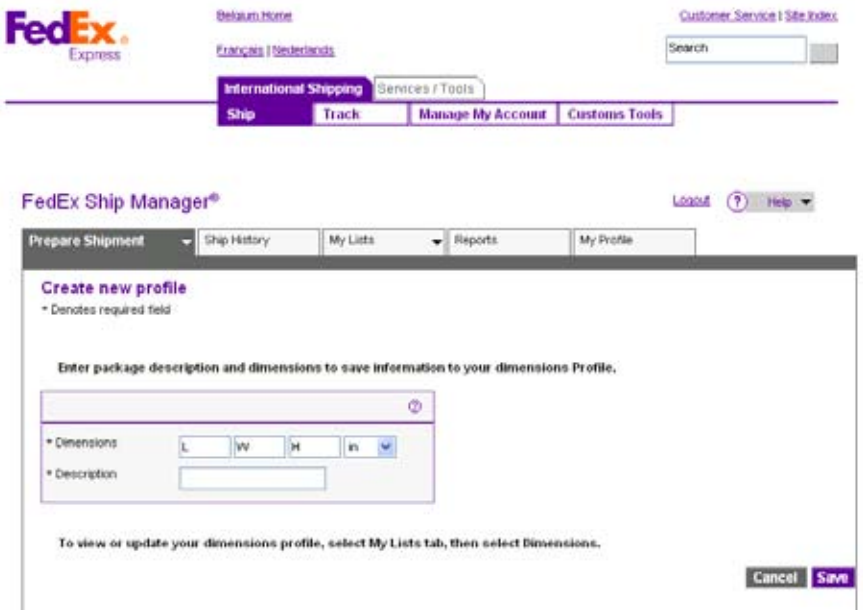


The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

Dimensions

You can store the dimensions of your packages for later use by selecting **Dimensions** from the **My Lists** tab. You can re-use a dimensions profile by selecting it from the **Dimensions** drop-down list in the *Packaging and Shipment* Details section on the main *Shipping* screen.

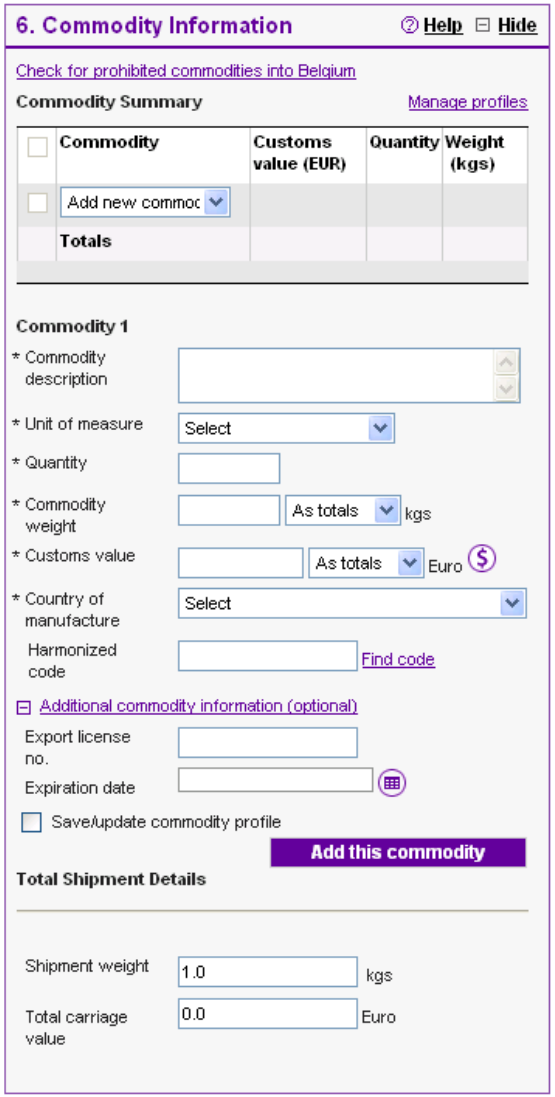


The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

MY LISTS

Commodities

You can store all relevant information about the commodities of your non-document shipments for later use by selecting **Commodities** from the **My Lists** tab. You can re-use commodities by selecting it from the **Commodity** drop-down list in the *Commodity Information* section on the *Shipping* screen.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

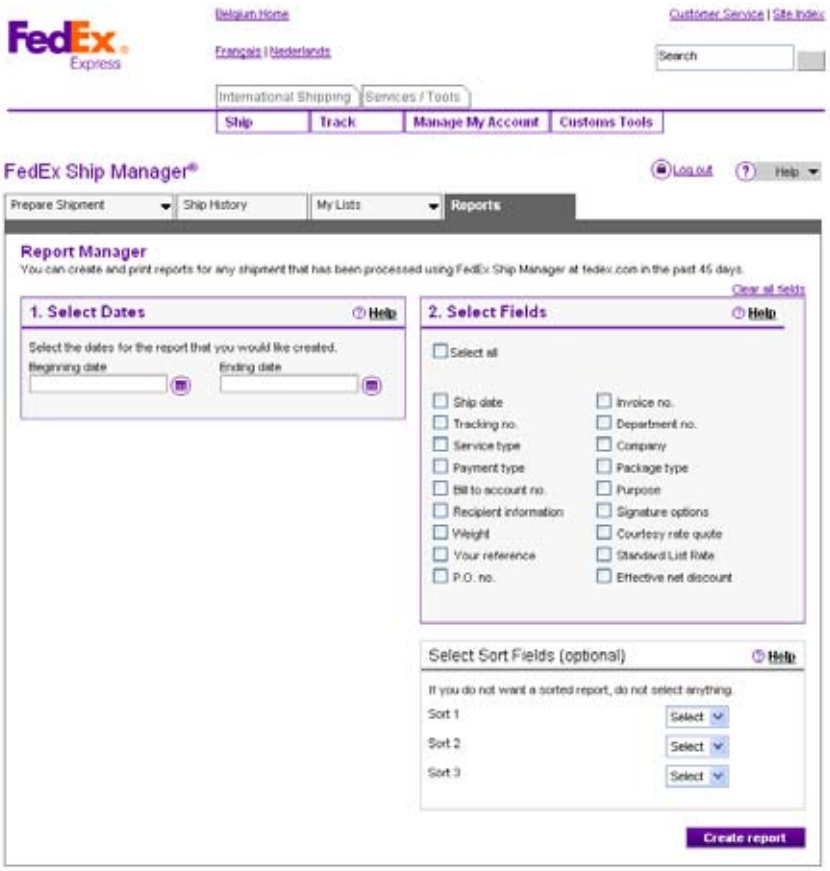
REPORTS

The Report Manager lets you create and print a variety of reports featuring information about the shipments you have processed with FedEx® Ship Manager in the last 45 days.

To create a report:

1. Select a date range for your report by choosing a beginning date and ending date.
2. Indicate which fields you want to include in your report by selecting the corresponding checkboxes in the list.
3. Optionally, specify sort criteria to indicate how you would like your report to be sorted.
4. Click the **Create Report** button.
   The report is created and presented in your browser window.

TIP! If you want to use the report data in other applications, you can download it in CSV (comma-separated value) format by clicking the **Download** button and saving the CSV file on your hard drive or local network.



The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

PREFERENCES

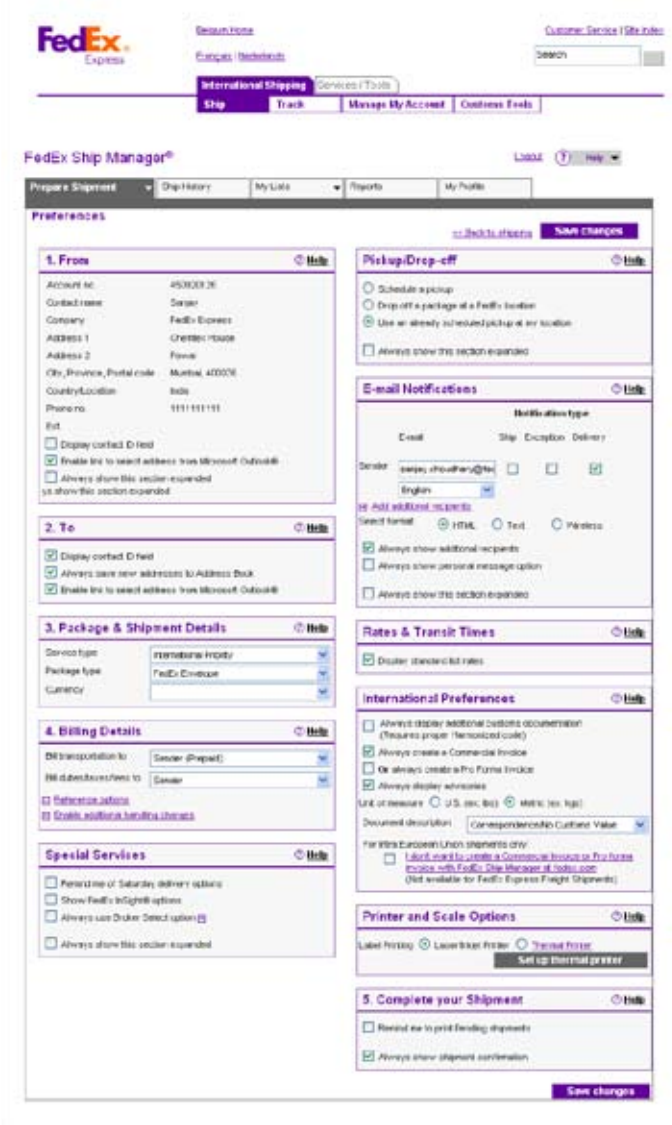
FedEx® Ship Manager allows you to customize the application towards your personal needs. By selecting your personal default settings on the *Preferences* page, you can save a lot of time while performing future shipments.

You can personalize options throughout the entire *shipping* process, including:

- The option to show certain sections of the Shipping screen automatically expanded for editing and minimizing other sections automatically
- The option to add all new recipients automatically to your Address Book
- The option to select a default Service type and Packaging type for your shipments
- The option to choose a default Pickup/Drop-off option for your shipments
- The printer of your choice. FedEx® Ship Manager gives you the choice to print your shipping labels with a Laser/Inkjet Printer or a Thermal Printer (FedEx supports the following thermal printers: LP2844 and ZP500). To find out if your company is eligible for thermal printing, please contact your FedEx Account Executive.

You can access the *Preferences* page by clicking the **Preferences** link in the top right-hand corner of the *Shipping* screen.

NOTE! All options chosen on the Preferences page can be overruled for any future shipment by selecting the right option for that specific shipment on the main *Shipping* screen.

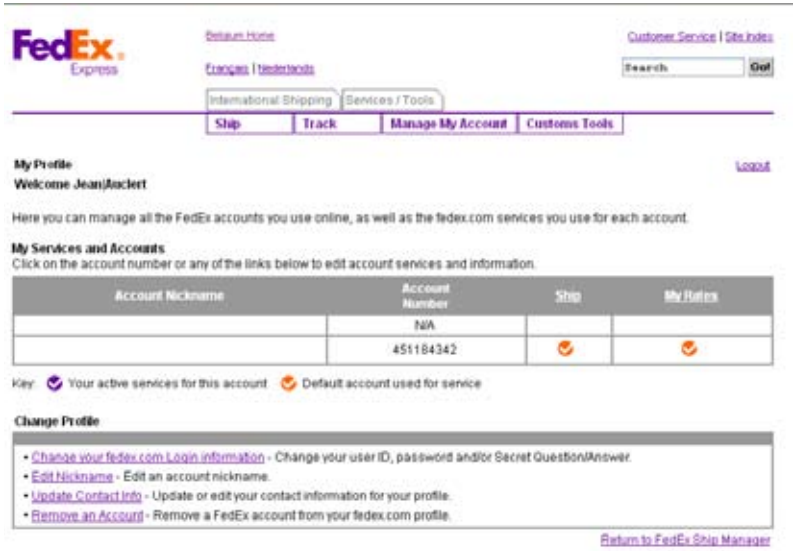


The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

UPDATE YOUR FEDEX ACCOUNT INFORMATION

FedEx® Ship Manager allows you to manage your FedEx accounts and the fedex.com services you use for your different accounts.

Click on the **Account Number** of the Account you want to edit or any of the links below to edit the account services and information.


FedEx Express
Return Home
Customer Service | Site Index
Français | Nederlands
Search
Go
International Shipping
Services / Tools
Ship
Track
Manage My Account
Customs Tools
My Profile
Logout
Welcome Jean/Juclert
Here you can manage all the FedEx accounts you use online, as well as the fedex.com services you use for each account.
My Services and Accounts
Click on the account number or any of the links below to edit account services and information.
Account Nickname
Account Number
Ship
My Rates
N/A
451184342
Key: Your active services for this account Default account used for service
Change Profile
• Change your fedex.com Login information - Change your user ID, password and/or Secret Question/Answer.
• Edit Nickname - Edit an account nickname.
• Update Contact Info - Update or edit your contact information for your profile.
• Remove an Account - Remove a FedEx account from your fedex.com profile.
Return to FedEx Ship Manager

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

HELP

For additional information on FedEx® Ship Manager, click the **Help** button at the top-right of the page. Following features will appear :

Help with this page
A "Help with this Page" function has been dedicated to every page throughout the shipping process.

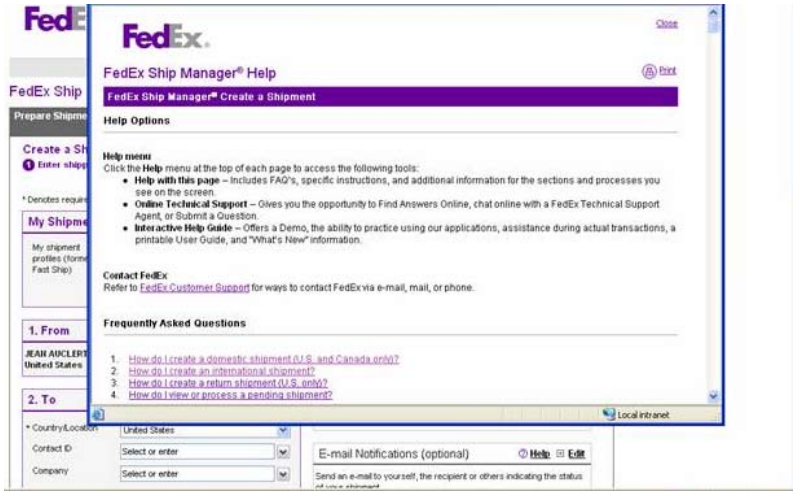
Glossary
A glossary with explanations of the terms and phrases used in the FedEx® Ship Manager interface is available on the Quick Help page.

FAQs
For answers to frequently asked questions, click **Frequently Asked Questions** on the Quick Help page.

Throughout the page more specific Help features are also made available :

Module Sensitive Help
You can find more information on any specific module or topic by clicking the ?-symbol in the heading of the module.

Context sensitive help
Certain terminologies used throughout the application now come with a specific context-sensitive help. You can access these help files by clicking the ?-symbol next to the item.


FedEx
FedEx Ship Manager® Help
FedEx Ship Manager® Create a Shipment
Help Options
Help menu
Click the Help menu at the top of each page to access the following tools:
Help with this page – Includes FAQ's, specific instructions, and additional information for the sections and processes you see on the screen.
Online Technical Support – Gives you the opportunity to Find Answers Online, chat online with a FedEx Technical Support Agent, or Submit a Question.
Interactive Help Guide – Offers a Demo, the ability to practice using our applications, assistance during actual transactions, a printable User Guide, and "What's New" information.
Contact FedEx
Refer to FedEx Customer Support for ways to contact FedEx via e-mail, mail, or phone.
Frequently Asked Questions
1. How do I create a domestic shipment (U.S. and Canada only)?
2. How do I create an international shipment?
3. How do I create a return shipment (U.S. only)?
4. How do I view or process a pending shipment?
Local intranet
FedEx Ship
Prepare Shipme
Create a Sh
Enter shipp
* Denotes require
My Shipme
My shipment profiles (forme Fast Ship)
1. From
JEAN AUCLERT
United States
2. To
* Country/Location
United States
Contact ID
Select or enter
Company
Select or enter
E-mail Notifications (optional)
Help
Edit
Send an e-mail to yourself, the recipient or others indicating the status

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

CONTACT DETAILS

Austria:
Customer service: 0800 123 800
Technical support: 0800 123 800
Help e-mail: techsupport_emea@fedex.com

Bahrain
Customer service: 973 17 33 44 48
Technical support: 971 46026234
Help e-mail: techsupport_emea@fedex.com

Belgium
Customer service: 0800 135 55
Technical support: 0800 13 183
Help e-mail: techsupport_emea@fedex.com

Czech Republic
Customer service: 800 133 339
Technical support: +32 2 752 77 50
Help e-mail: techsupport_emea@fedex.com

Denmark
Customer service: 80 333 999
Technical support: 80333 999
Help e-mail: techsupport_emea@fedex.com

Egypt
Customer service: 0800 463 3339
Technical support: 0800 463 3339
Help e-mail: techsupport_emea@fedex.com

Finland
Customer service: 0800 900 92
Technical support: 0800 113 267
Help e-mail: techsupport_emea@fedex.com

France
Customer service: 0820 123 800
Technical support: 0800 907 605
Help e-mail: techsupport_emea@fedex.com

Germany
Customer service: 0800 123 0800
Technical support: 0800 0225 125
Help e-mail: techsupport_emea@fedex.com

Hungary
Customer service: 06 40 980 980
Technical support: +32 2 752 77 50
Help e-mail: techsupport_emea@fedex.com

India
Customer service: 1800 22 6161
Technical support: 1600 22 6161
Help e-mail: techsupport_emea@fedex.com

Ireland
Customer service: 1800 535 800
Technical support: 1800 553 222
Help e-mail: techsupport_emea@fedex.com

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

CONTACT DETAILS

Israel
Customer service: 1 700 700 339
Help e-mail: techsupport_emea@fedex.com

Italy
Customer service: 1 700 700 339
Technical support: 800 876 136
Help e-mail: techsupport_emea@fedex.com

Kuwait
Customer service: 965 802 233
Technical support: 971 46 026 234
Help e-mail: techsupport_emea@fedex.com

Luxembourg
Customer service: 8002 35 55
Technical support: +32 2 752 77 50
Help e-mail: techsupport_emea@fedex.com

Netherlands
Customer service: 0800 0222 333
Technical support: 0800 0225 125
Help e-mail: techsupport_emea@fedex.com

Norway
Customer service: 47 63 94 03 00
Technical support: 800 18 274
Help e-mail: techsupport_emea@fedex.com

Poland
Customer service: 0800 4 333 39
Technical support: 0800 3 211 378
Help e-mail: techsupport_emea@fedex.com

Russia
Customer service: 495 787 55 55
Technical support: +32 2 752 77 50
Help e-mail: techsupport_emea@fedex.com

Saudi Arabia
Customer service: 966 14 633 999
Technical support: 971 46 026 234
Help e-mail: techsupport_emea@fedex.com

Spain
Customer service: 966 14 633 999
Technical support: 900 993 273
Help e-mail: techsupport_emea@fedex.com

Sri Lanka
Customer service: Colombo: +94 11 4522 222
Katunayaka: +94 11 2255 846
Panadura: +94 38 4281 085
Technical support: +94 11 4522 222
Help e-mail: techsupport_emea@fedex.com

Sweden
Customer service: 0200 252 252
Technical support: 0200 252 252
Help e-mail: techsupport_emea@fedex.com

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.

CONTACT DETAILS

Switzerland
Customer service: 0800 123 800
Technical support: 0800 554 390
Help e-mail: techsupport_emea@fedex.com

Turkey
Customer service: 444 0 505
Technical support: +90 212 444 0505
Help e-mail: techsupport_emea@fedex.com

United Arab Emirates
Customer service: 800 40 50
Technical support: 971 460 26234
Help e-mail: techsupport_emea@fedex.com

United Kingdom
Customer service: 08456 07 08 09
Technical support: 0845 60333 87
Help e-mail: techsupport_emea@fedex.com

The document is protected by copyright and trademark laws under U.S. and International law. All rights reserved. ©2008 FedEx.